



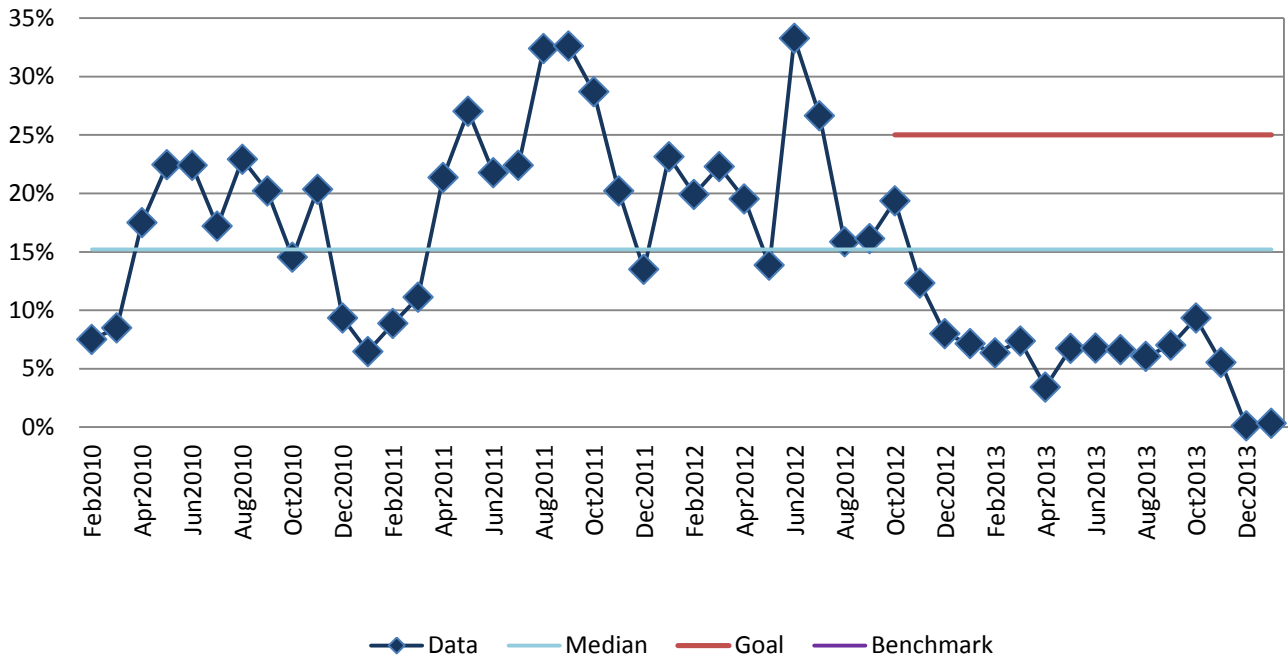
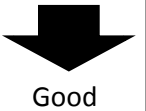
% Of Calls Not Responded to in Seven Days

Metro Animal Services

3/10/2014

Measurement method		Why measure?		What is our goal?	
The monthly percentage of calls not responded to within 7 days		Improve the quality and timeliness of services		Decrease the % of Calls not Responded to in 7 Days or Less to 25% or less	
How are we doing?					
Feb2013-Jan2014 12 Month Goal	Feb2013-Jan2014 12 Month Actual		Jan2014 Goal	Jan2014 Actual	
25%	5%		25%	0%	
Rate	Rate		Rate	Rate	
			Performance Stoplight Key		
			Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data		

% Of Calls Not Responded to in Seven Days



LOUISVILLE METRO
OFFICE OF
PERFORMANCE
IMPROVEMENT

Report Generated:

3/7/2014



Data Expires: 03/10/2014

Monthly Measurement

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